



Shipping Guidelines

Nexan Building Products, Inc. uses common LTL freight carriers such as ABF, dedicated semi vans and flatbeds. UPS/Postal service may also be used for small items and decking hardware. Double check the delivery address on the Quote and the Credit Card Form, which is what address your order will ship to. There will be additional fees for a Change of Address after shipping. **It's the customer's responsibility to unload the freight from the carrier.**

Tracking Your Shipment

Tracking numbers are available from Nexan within one business day after the order has shipped. Please contact us if you do not receive your tracking number by email the following business day.

Receiving Your Shipment

The freight will be delivered to the specified address on your order. Deliveries on dead end roads, rural roads or limited access routes may require you to meet the delivery driver at an alternatively close and accessible location to unload the truck. It is the customer's responsibility to unload the freight from the carrier. Most Decking products are crated and packaged with two or four decking boards together for hand unloading. The crate top will need to be removed from inside the truck to be able to remove the deck boards. You will need a hammer, metal band cutters and a screw gun with a Phillips-head bit. Railing systems are packaged in individual boxes banded to a pallet. The banding should be cut and the boxes removed separately, unless you have a forklift or a docking bay.

Inspecting Your Shipment

Be sure to inspect all materials for damage or shortage before the freight carrier leaves. **If any damage or shortage is observed, please indicate it along with yours and the driver's signature on the Proof of Delivery provided by the truck driver. Please ACCEPT the materials if damaged.** If not accepted, you will have to wait for the material to be shipped back to us before replacements are sent. The damaged material will be picked up at a later date by the freight company and must match the replacement pieces. It is essential that any damage or shortage be indicated at this time. If you are unable to inspect all of the contents, please note it. If any boxes are torn but no damage is observed, please note that "torn boxes are present with possible damage". Nexan will not be responsible for items that are damaged or missing if not indicated on the Proof of Delivery.

Damage or Missing Items

Please fax or email us a copy of the Proof of Delivery, list of required materials and follow up with a telephone call within 10 business days. We will handle the insurance claim and promptly send out replacement parts at no cost to you. Please keep the damaged materials for pickup by the freight company at a later time. There is a 30 day limitation on filing claims that have been noted on the Proof of Delivery. **Damage or missing items found after signing the Proof of Delivery clear with no problems must be reported to us within 24 hours and cannot be replaced free of charge.**

Name:

Signed:

Date: